
PERFORMANCE INDICATORS Q1 2017/18

Purpose of the Report

1. To provide Members with an update on performance against key performance indicators.

Summary

2. This report provides quarter 1 (April – June) 2017/18 performance information in line with an indicator set and scrutiny committee distribution agreed by Monitoring and Coordination Group on 12 June 2017, and subsequently by scrutiny committee chairs.
3. The indicators included in this report are aligned with key priorities and are likely to be those used to monitor the Corporate Plan 2017/21 which is being developed. Other indicators may be referenced when appropriate in narrative provided by the relevant assistant directors, when providing the committee with performance updates.
4. It is suggested monitoring focuses on issues and exceptions, and relevant assistant directors will be in attendance at the meeting to respond to queries raised by the committee regarding the performance information contained within this report.
5. Some of the indicators included in this report are reported annually and therefore quarterly updates for these indicators are not available.

Housing

6. Three (3) of the Housing indicators have a year-end target and at the end of quarter 1 all three are on course to achieve or exceed that year-end target. Additionally, the trend across the quarter is positive for the 'Number of days spent in Bed and Breakfast' (HBS 025) and homelessness preventions (HBS 027a).
7. Performance for re-letting dwellings (HBS 034) has reduced across the quarter but is still top quartile; and the time for CCTV Officers to answer Lifeline Calls for potentially life critical calls is down slightly on performance for the same period last year.
8. A performance scorecard is attached at **Appendix 1**.

Adult Social Care

9. The Adult Social Care indicators included in this report are currently based upon the Adult Social Care Outcomes Framework. The information provided for these indicators is more detailed than that provided for other key performance indicators because of the diversity of information and scale of the budgets involved.
10. The top level scorecard has been designed to give a simple view of the key performance measures that enable an understanding of how consistently we are delivering our social care work and is attached at **Appendix 2**. The quality of work is picked up separately through the audit programmes.
11. Although CareFirst data was frozen on Friday 23rd June in preparation for the move to Liquid Logic there has been a large number of indicators where performance has improved from that previously reported last month or when compared to the same period last year.
12. It is worth noting that all of the Self Directed Support indicators have performed significantly better than the same period last year.
13. Both permanent admissions indicators continue to perform better than the same period last year, with ASC 002 (65+) having 15 less permanent admissions than the same time during 2016/17 and ASC 003 reporting no permanent admissions for 18-64 year olds.
14. This report is compiled by the Corporate Performance Team. All queries regarding the format of this report should be addressed to Barbara.Copson@darlington.gov.uk

Recommendation

15. It is recommended:
 - a) that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate assistant directors.

Paul Wildsmith

Director of Neighbourhood Services and Resources

Background papers

No background papers were used in the preparation of this report.

S17 Crime and Disorder	This report supports the Council's Crime and Disorder responsibilities
Health and Well Being	This report supports performance improvement relating to improving the health and wellbeing of residents
Sustainability	This report supports the Council's sustainability responsibilities
Diversity	This report supports the promotion of diversity
Wards Affected	This report supports performance improvement across all Wards
Groups Affected	This report supports performance improvement which benefits all groups
Budget and Policy Framework	This report does not represent a change to the budget and policy framework
Key Decision	This is not a key decision
Urgent Decision	This is not an urgent decision
One Darlington: Perfectly Placed	This report contributes to the Sustainable Community Strategy (SCS) by involving Members in the scrutiny of performance relating to the delivery of key outcomes
Efficiency	Scrutiny of performance is integral to optimising outcomes.